

Co-location Services

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- 5 Regional Data Centres
- 6 Diverse Internet eXchange Points
- 550+ Clients
- 300+ Networks
- 15+ Cloud Providers
- 100+ IT Service Providers
- 99.999% Availability
- 22k+ Square Metres of Space

Overview

Teraco provides carrier and cloud neutral colocation data centres, and with over 16 000 cross-connects, is Africa's most interconnected data centre hub. As the first provider of highly resilient, vendor-neutral data environments in sub-Saharan Africa, Teraco brings global content closer to the digital edge.

With its world-class data centre infrastructure and network dense ecosystems, Teraco forms a vital part of the African Internet's backbone and is an essential part of the modern enterprise's digital transformation strategy. It's ever expanding ecosystems move Teraco beyond colocation and firmly

establish it as an open marketplace for digital growth and innovation. Discovering new business partners, making strategic interconnection choices, on-ramping to your choice of cloud, and reaching new markets globally – Teraco provides a highly secure, flexible and resilient home for digital organisations the world over.

Purpose-built and operated to global best practice by an expert organisation with an absolute focus on data centre technology and infrastructure, Teraco offers all its clients secure, cost-effective, sustainable, scalable and resilient data centre services through its Johannesburg, Durban and Cape Town facilities.

Environment

- Concurrently maintainable data centre designs with elements for fault tolerance built into asset levels.
- Energy efficient designs to meet industry standard Power Usage Effectiveness in line with ASHRAE n=20 parameters.
- Independent temperature monitoring at cabinet level automatically adjusts cooling units to avoid hot spots.
- Standard Service Level Agreement - Temperature controlled and maintained between 18°C and 26°C.
- Standard Service Level Agreement - Relative humidity maintained between 35% and 65%.
- Data centre positively pressurised to ensure a dust-free environment, with dedicated anti-static mats.

Power

- Utility power provided with as much infrastructure resilience as possible based on South African utility provider restrictions.
- Concurrently maintainable designs with elements of fault tolerance built into asset levels.
- Resilient diesel backup generators are fueled to provide a minimum of 48 hours of back up fuel, boosted by guaranteed diesel delivery agreements should municipal supply fail.
- Fuel scrubbers are installed to ensure fuel quality with periodic fuel sampling at registered laboratories.
- Power Distribution Unit (PDU) technology manages power to socket level within cabinets, in addition to remote management capabilities.
- Power is supplied in 1.1 kVA increments. Higher power configurations are available.
- Detailed measurement and proactive notification of power usage are effected via a secure client portal.

Security

- Comprehensive perimeter and building security - "zones within zones" for multiple levels of security.
- Pre-authorisation required for data centre access according to Teraco Access Policy.
- Visitor identity confirmed against pre-authorised list, with additional biometric confirmation through fingerprint imaging.
- Service areas physically separate from data centre areas.
- Continuous video surveillance.
- Comprehensive audit logs on all access.
- Additional bespoke access policies implemented for private cage colocation.

Infrastructure

- Cabinets comprise of 47U racks
- An additional 200mm of depth is added per cabinet, making each cabinet 1200mm deep, allowing space for wiring, air flow and access.
- Perforated front and back doors, allows for better air flow.
- All cabinets have unique locks, ensuring that only approved personnel are able to gain access.

Provisioning

- Colocation is available in managed multi-tenant areas or private cages.
- Facilities are hardware vendor agnostic.
- Unrestricted choice of network operators or ISP's.
- Planned preventative maintenance performed in accordance with manufacturers' recommendations and industry best practices, with no interruption to services.
- Predictive maintenance is based on information collected through the building monitoring system (BMS).
- Remote Hands available 24/7.

Fire Protection

- Pro-active fire monitoring systems linked to gas suppression system, incorporating best practice fire protection and prevention procedures..
- Multi-zone monitoring within all data centre plenums and the energy centres, inclusive of early warning systems.
- All monitoring and fire protection equipment fed via independent diverse power sources.
- Minimum 1-hour fire separation between various parts of the facility.

Connectivity

- All major network operators present in the Carrier Hotel.
- Any point within the data centre can be connected to any other via multiple resilient routes.
- Cabling for single and multimode fibre.
- All cabling vendors are certified.
- All cabling is managed by structured cabling policies and is implemented by Teraco technicians to guarantee availability.

Monitoring

- Dual independent building monitoring systems (BMS) ensure concurrent maintainability.
- Alarms and early warning messages alert technicians on duty.
- All areas have 24x7 intelligent monitoring and video surveillance with integrated motion sensors.

Teraco Solutions

✓ Colocation: cabinet, cage or suite	✓ Low Latency Network Connectivity
✓ Interconnection	✓ Business Continuity
✓ Peering at NAPAfrica	✓ Support and Technical Monitoring

Rondebosh, Cape Town CT1



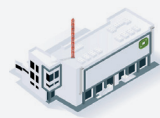
5MVA Total Power
6,100+ Sqm building
2,600+ Sqm white space

Riverhorse Valley, Durban DB1



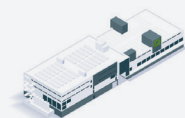
1,6MVA Total Power
3,500+ Sqm building
1,000+ Sqm white space

Isando Campus, JB1 + JB3



80MVA Total Power
45,000+ Sqm building
20,000+ Sqm white space

Bredell, Johannesburg DB1



24MVA Total Power
17,000+ Sqm building
5,400+ Sqm white space

About Vox

Innovation and insight combine in Vox, a market leading end-to-end integrated ICT and infrastructure provider and telecommunications company. From data to voice, as well as cloud, business collaboration and conferencing tools, Vox offers

intelligent solutions that connect South Africans to the world, supporting entrepreneurs, customers and commerce, whilst practicing values of integrity, choice and service excellence in all of its dealings. For more information [click here](#).

For more information on complementary or alternative products visit us at vox.co.za

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